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JD Edwards EnterpriseOne CRM Case Management

Common Customer Relationship Challenges

CHALLENGES

- Unable to proved 24 x 7 customer service
- Lack of customer information impedes exceptional customer service
- Unable to easily match customer profile data with sales & service histories
- Unable to track follow-up activities

CAPABILITIES

- Single embedded customer data base
- Comprehensive 360 view of customer interactions
- Customer self service portal provided 24 x 7 sales and service
- Troubleshooting tools help reduce service requests

VALUE

- Greatly enhanced customer experience and satisfaction
- Decreased response and resolution times
- Increased self service capabilities
- Better coordination and access to key customer data

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JD Edwards EnterpriseOne CRM at a Glance

Complete, Integrated, Flexible

- Lead to Order
- Request to Resolve
- Install to Maintain

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JD Edwards EnterpriseOne CRM at a Glance

Complete, Integrated, Flexible

Request to Resolve

- Receive customer calls
- Escalate issues
- Resolve using Solution Advisor
- Execute scripts for:
  - Up sell opportunities
  - Problem diagnosis
  - CSR product training
- Mobile solutions (Tablet & Phone)
- Access customer 360

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JD Edwards CRM Support Management Suite

REQUEST

DIAGNOSE

ESCALATE

RESOLVE

CRM Foundation	Customer 360º	Activities & Calendars	Product Information
Case Management	Escalations	Related Actions	Entitlement Check
Branch Scripting	Branched scripts	Linear Scripts	Up sell / Cross sell / Train
Solution Advisor	Basic & Advanced Search	Email Solution	Solution Library
One View Reporting for Service Management	Equipment Analytics	Work Order & PM Analytics	Case & Contract Analytics

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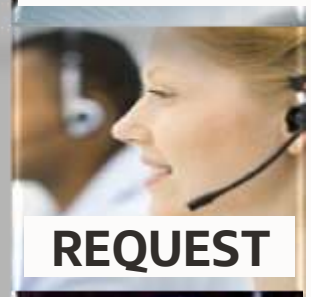
JD Edwards Service Management Suite



Service Management			
Equipment	Fixed Assets, Sales Order, Product Registration	Customer / Site History	Location Tracking
Work Orders	Scheduled(PMs) & Emergency Work Orders	Parts & Labor	Costing, Billing & Payment
Contracts	Entitlement Checking	Base Warranties & Extended Warranties	Renewals, Suspensions, & Cancellations
Warranty & Supplier Claims	Receive & Submit Claims	Service Providers, Assessors, Supplier Recovery Managers	Billing: Receivables & Payables
One View Reporting Service Mgmt.	Equipment Analytics	Work Order & PM Analytics	Case & Contract Analytics
Condition Based Maintenance	Inbound Alerts	Alert Response Rules	Create Emergency Work Order or PM
Resource Assignments	Crew Scheduling	Resource Assignments	Schedule People, Crews,& Equipment

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CRM Case Management

Summary

Greater Customer Insight

- In tune with customer needs and values
- Leverage knowledge to extend product/service offerings

Increased Customer Access

- Deliver on customer expectations
- Enhanced competitive advantage
- Shared key customer data

Effective Customer Interactions

- Increased customer satisfaction
- Increased responsiveness, decreased resolution time
- Targeted interaction

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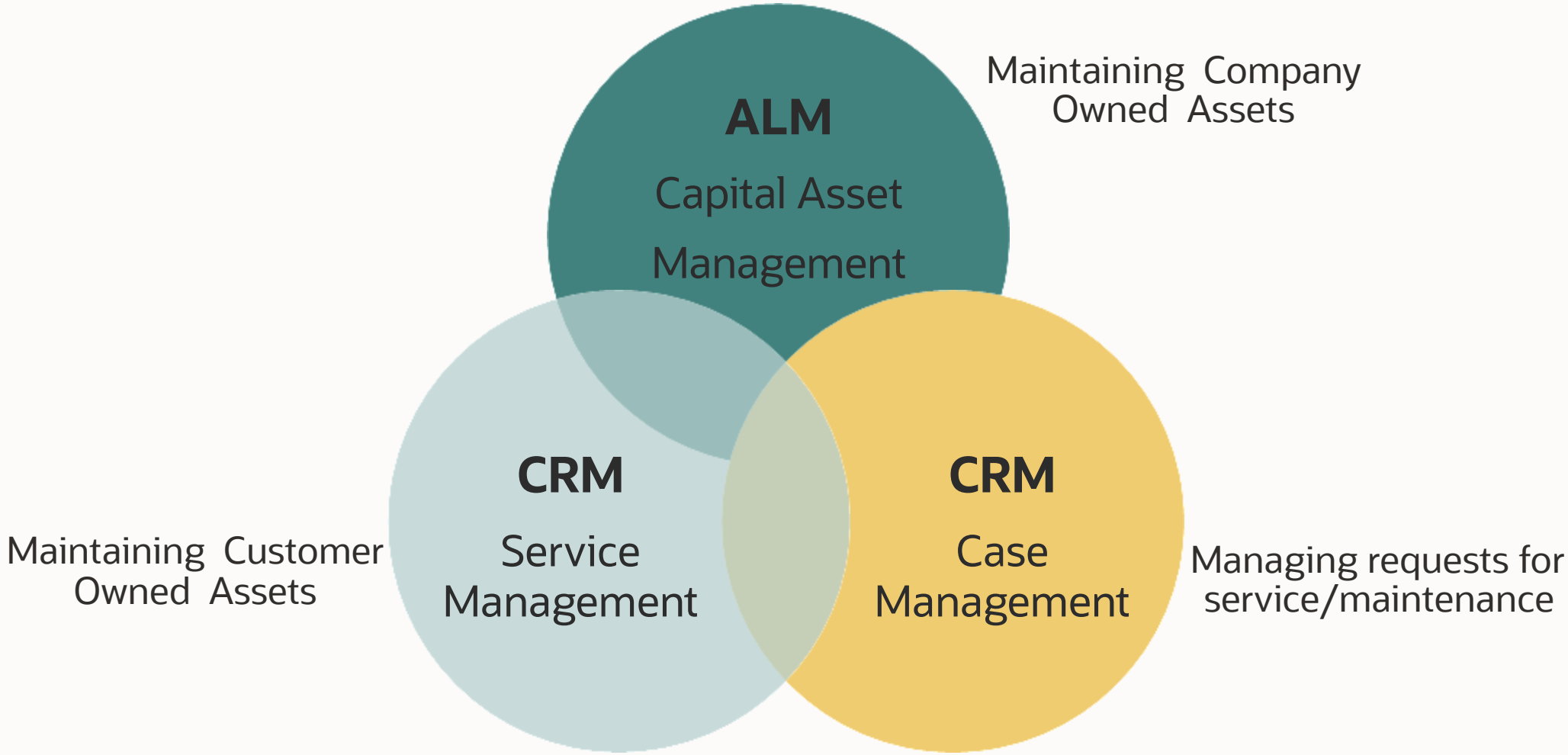
JD Edwards EnterpriseOne Product Areas

Enabling End-to-End Business Processes for Maintenance Management



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Our mission is to help people see data in new ways, discover insights, unlock endless possibilities.

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